

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: INFORMATION SYSTEMS CUSTOMER SERVICE TECHNICIAN
CLASS CODE: 6135
EFFECTIVE DATE: 08/08/00
MARKET POINT: Based on applicable market study

DEPARTMENT: Computer

JOB SUMMARY

Acts as the initial customer contact in resolving customer problems relating to information technology and provides immediate solutions whenever possible. Records all required data into an automated Help Desk system and evaluates, prioritizes, resolves and/or assigns problems reported by computer users. Works under the direction of the Support Manager.

CLASS CHARACTERISTICS

This is the entry level Information Systems Customer Service Technician classification responsible to perform technical and complex duties requiring specialized technical knowledge.

ESSENTIAL FUNCTIONS

Inputs all data for Help Desk problems into an automated Help Desk system.
Recognizes, diagnoses and independently acts/resolves commonly occurring machine stoppage and error situations which includes: E-mail and Faxing problems, password conflicts, and general computer help such as network access.
Provides general assistance with word processing problems, spread sheet issues, internet questions and printer routing questions.
Assists users with Document Image and mapping questions and Land related transactions.
Provides assistance to Realtors for online problems.
Refers more technical problems to appropriate staff after documenting specific problem; assigns priority for resolution; follows up with customer to determine if problem has been resolved.
Reports customer resolutions or complaints.
Ensures all Help Desk items are resolved and closed.
Processes hardware repair and replacement with appropriate vendors.
Inputs and maintains user information relating to User name, location, phone no., equipment inventory, IP addresses, and general hardware identification.
Ensures IDOCS transfers maps from scanning to the internet.
Provides detailed reporting of user Help Desk problems.
Provides back-up mainframe support to facilitate print jobs from a variety of sources.
Provides mainframe tape backup and merge support.
Orders supplies for the Operations area and works with various vendors to maintain a proper inventory.
Monitors all network servers and notifies the person responsible to restore availability.
Assists other staff members as needed, and performs other related duties as required.

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ADDITIONAL RESPONSIBILITIES MAY INCLUDE

Coordinates some office functions with other County departments.

Trains others in work activities.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to maintain cooperative relationships with those contacted in the course of work activities; Skill in written and verbal communication; Knowledge of data communication options; Knowledge of various computer applications including word processing, data bases, internet, and spreadsheets; Skilled in Windows operating environment; Ability to answer technical questions regarding the operation of software and hardware; Ability to correctly use grammar, spelling, and punctuation; Ability to perform varying clerical tasks effectively; Ability to work precisely and efficiently; and Ability to work independently and use good judgment.

PHYSICAL DEMANDS

Typically sit at a desk or table; Occasionally walk, stand, or stoop; Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 50 pounds; Use tools or equipment requiring a high degree of dexterity; and Work for sustained periods of time maintaining concentrated attention to detail.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office, library, computer room, or other environmentally controlled room.

EDUCATION AND EXPERIENCE

Equivalent to a high school diploma; must pass typing test at or above 40 WPM net; Two (2) years work experience in basic word processing, data entry, and office procedures; and One (1) year work experience relating to computer technical support activities. Related post high school education may be substituted for computer support experience on a year-for-year basis.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.